

# LOST AND FOUND PROPERTY

## LOST AND FOUND OFFICE:

The French police in Paris have a "Lost and Found" office, where you may go to verify whether your belongings were returned.

### **Centre des Objets trouvés de la Prefecture de Police de Paris**

36 rue des Morillons, 75015 Paris

Métro: Convention

Opening hours: Monday, Wednesday and Friday 8:30 a.m. to 5:00 p.m. and  
Tuesdays and Thursdays, 8:00 a.m. to 8:00 p.m.

**Tel: 0 821 00 25 25**

### **What to do first: Make a police report:**

All thefts and major losses should be reported to the police as soon as possible. Each of Paris' twenty districts (*arrondissements*) has three or four police stations (*commissariats*); train stations also have one. You should go to the one that has jurisdiction over the area where the theft or loss occurred, unless you were robbed in the subway. In that case, you can go to any police station, including the one located near the American Embassy, at 31, rue d'Anjou, 75008 Paris. The police will give you a Récépissé de Déclaration de Perte ou de Vol (receipt for declaration of loss or theft). If you have lost your passport, identification documents and other papers as well as personal effects, you will receive separate receipts, one for your papers (*pièces d'identité*) and one for your valuables. The report must be made in person. The police will not accept a report by telephone or from someone else on your behalf. Most police stations have English-speaking personnel; if you have difficulty making yourself understood in English, call the Embassy's Office of American Services (Tel: 01.43.12.49.93 or 01.43.12.45.18 or 01.43.12.45.01) for assistance in interpreting by telephone. While it is unlikely that the thieves will be arrested as a result, it can be useful to report thefts to the police. The police receipt is helpful and sometimes necessary in applying for the replacement of airline tickets, INTERAIL passes (Europass, Eurail,) passports, travelers checks, etc. It is also useful for supporting insurance claims.

### **Airline tickets:**

Report the loss or theft immediately to the Paris office of the airline. It is left to the discretion of each airline whether or not to replace a ticket. In any case, replacement tickets are issued only after verification of the initial purchase of the ticket has been obtained by telex from the airline's home office.

#### **Air France**

119 avenue des Champs Elysées  
75008 Paris

Tel: 0820.820.820

#### **American Airlines**

Terminal 2A at Roissy Charles de Gaulle Airport

Tel: 0810.872.872

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<b>Continental Airlines</b> 92 av. des Champs-Élysées 75008 Paris	Tel: 01.42.99.09.09
<b>Delta Airlines</b> (reservations)	Tel: 0800 354 080
<b>Northwest Airlines/KLM</b> Charles de Gaulle Airport, Terminal 1	Tel: 0891 700 248
<b>United Airlines</b> 106 boulevard Haussmann 75008 Paris	Tel: 0810 727 272
<b>U.S. Air</b>	Tel: 0810 632 222
<b>Alitalia</b> 69 Blvd Hausmann, 75008 Paris or Roissy CDG, terminal 2D	Tel: 0820 315 315
<b>British Airways</b> Roissy CDG, terminal 1, BP 20312 95713 Roissy Airport	Tel: 0825 825 400 Tel: 0802 802 902
<b>British Midland Airways</b> 18 Blvd Malesherbes 75008 Paris	Tel: 01.53.43.25.27
<b>El Al</b> 35 Blvd des Capucines (5th Floor) 75002 Paris	Tel: 01.40.20.90.90
<b>Iberia</b> Orly Ouest, Hall 1	Tel: 0.820.075.075
<b>Lufthansa</b> 106 Blvd Hausmann (Office of Star Alliance) 75008 Paris Open 10:00 AM to 7:00 PM Or Roissy CDG, terminal 1, door 6	Tel: 0820.020.030
<b>Swiss International Air Lines</b> Roissy CDG, terminal 2B open 6:00 a.m. to 8:30 p.m. (24 hours a day phone access 0820 040 506)	Tel: 0820.040.506

***Lost and Found*** located at the Charles de Gaulle Airport /Tel: 01 48 62 13 34 -- is open 7 days a week including holidays – located at Terminal 1, level 2 near the boutiques.

**Europass (Eurail)**: If lost or stolen, it CANNOT be replaced. For information, please contact the main switchboard of the French Railway Office (SNCF) Tel: 08 92 36 35 35; open 7 days a week from 7:00 a.m. to 10:00 p.m., or go directly to any of the main French train stations.

**Eurolines**: Gare routiere Internationale de Paris-Gallieni, 28 avenue du General de Gaulle, 93541 Bagnolet, Tel: 08 36 69 52 52 Fax: 01 49 72 51 61

### **Driver's license:**

The Embassy is not authorized to replace expired, lost or stolen U.S. driver's licenses. Only the issuing office (Department of Motor Vehicles) in the driver's home state can perform that service. If you have had your driver's license stolen in France, you should report it to the French police. They will issue you a receipt of loss or theft that may be used for a few weeks as a substitute for the license while you are in France.

### **International Driver's license:**

Applications for replacement of lost, stolen or expired International Driving Permits obtained in the United States must be made to the American Automobile Association, World Wide Travel Department, 1000 AAA Drive Heathrow, FL 32746-5063. Replacements cannot be issued in France.

### **International Student Card:**

Lost or stolen International Student Identity Cards may be reissued in Paris by the CIEE, Council Travel Services, Voyages Educatifs, 112 Ter Rue Cardinet, 75017 Paris Tel: 01.58.57.20.50

### **Lost and Found Offices at the Parisian airports:**

Charles de Gaulle airport - Roissy en France Terminal 1 - Boutique level Tel: 01 48 62 13 34

Orly West	Tel: 01 49 75 42 34
Orly South	Tel: 01 49 75 34 10

### **Lost and found offices at main train stations in Paris:**

Gare de Lyon	Tel: 01 53 33 67 22
Gare Montparnasse	Tel: 01 40 48 14 24
Gare Saint-Lazare	Tel: 01 53 42 05 57
Gare de l'Est	Tel: 01 40 18 88 73
Gare d'Austerlitz	Tel: 01 53 60 71 98
Gare du Nord	Tel: 01 53 60 58 40

**PLEASE SEE FOLLOWING PAGE FOR DETAILS ON LOST AND STOLEN CREDIT CARDS AND TRAVELERS CHECKS**

# LOST and STOLEN CREDIT CARDS or TRAVELERS CHECKS

## CREDIT CARDS

<b>AMERICAN EXPRESS</b>	11 rue Scribe, 75009 Paris, Tel: 01.47.77.72.00 (24H)	9:00 a.m. – 5:00 p.m. Mon-Fri
<b>BANKAMERICARD VISA</b>	Tel: in France 08 00 90 2 0 33	24 H a day
<b>DINERS CLUB</b>	City Center, 19 Le Parvis, 92073 Paris La Défense Tel: in France 08 10 31 41 59	9:00 a.m.- 6:00 p.m. Mon-Fri 9 a.m. – 1 p.m. Saturday
<b>MASTER CARD</b>	Eurocard France, 16 rue Lecourbe, 75015 Paris Tel: 01 45 67 84 84 To notify the bank in the U.S., Tel: 01.43.23.20.76 Master Card Global Service: 08 00 90 13 87	24 hour service 7 days a week
<b>CIRRUS, PLUS, VISA, or MASTERCARD</b>	Tel: in France 08 92 70 57 05	24 hour service
<b>DISCOVER</b>	Tel: in the U.S. only 001 801 902 31 00	24 hour service

## TRAVELERS CHECKS

<b>AMERICAN EXPRESS</b>	Notify AMEXCO, Regional Refund Center, 11 rue Scribe, 75009 Paris, Tel: 0 800 908 600. Office hours: 9:00 a.m. to 5:30 p.m., Monday through Friday. A toll-free number is available 24 hours a day - 0800 908 600. For AMEX U.S. members: contact the travel incidents services at 0800 900 888.
<b>BANK OF AMERICA</b>	Theft or loss of Bank of America checks can be reported to Credit Commercial de France, 115 avenue des Champs Elysees, 75008 Paris, Tel: 01 40 70 70 40. Hours: Monday through Saturday: 8:30 a.m. to 8:00 p.m. & Sunday 10:00 a.m. to 6:00 p.m., Métro station George V.
<b>BARCLAYS</b>	In Paris, call collect (415) 574.7111. You will reach the Visa travelers Services in the U.S. which will give you appropriate instructions for refund. To call collect, dial 0800 990 011 to get AT&T operator. You can then proceed to Barclays, 21 rue Lafitte, 75009 Paris, Tel: 08 00 90 62 48. Office hours: 9:00 a.m. to 4:30 p.m, Monday through Friday.
<b>CITICORP</b>	In Paris, call CITIPHONE BANKING at 01 49 05 49 05 / 24 hours a day; OR go straight to Compagnie Generale de Banque Citibank, 125 Avenue des Champs Elysees, 75008 Paris. Office hours: 9:00 a.m. to 1:00 p.m. and 2:00 p.m. to 4:00 p.m., Monday through Friday.
<b>THOMAS COOK</b>	Notify Thomas Cook, 8 rue Bellini, 75016 Paris, Tel: 01 47 55 52 52. Hours: 9:00 a.m. to 5:30 p.m., Monday through Friday. If more convenient, you can report the loss or theft of your travelers checks by calling collect the 24 hour refund service at Thomas Cook, Peterborough, England, Tel: 0800 908 330.
<b>VISA</b>	In Paris, call 08 00 90 14 24 (Toll-Free) or call collect (415) 574.7111. To call collect, dial 0800 990 011 for an AT&T operator.

## **Warning against pickpockets:**

Each year some 2,000 Americans report their passports stolen or lost in Paris. Many of them are the victims of pickpockets operating in areas frequented by tourists, particularly museums, crowded subways and train stations. Foreign tourists are easy to spot by their language, clothes, guidebooks and cameras. Pickpockets assume that tourists carry lots of cash and that they are sufficiently preoccupied with their unfamiliar surroundings to be vulnerable.

### **How pickpockets operate:**

Professional pickpockets often work in pairs or larger groups. The victim rarely knows what has happened until he discovers his wallet missing, and recalls that earlier in the day he was jostled on the subway. A lady's handbag with a zipper or clasp is no problem for a pickpocket if it is dangling carelessly out of the owner's sight, or lying on the floor in a restaurant or shop; about 70 percent of the victims in Paris are women. Likewise, a man's outside pocket is easy for a pickpocket to access.

In general, all the pickpocket wants is your money. Unfortunately, he/she usually gets other things too, because many tourists carry all their documents in "convenient" travel wallets. The tourist who loses his or her passport, identification, tickets, cash, credit cards and travelers checks at the same time is in real trouble. Although the wallet minus cash is often discarded by the thief and eventually turned to the Paris "Lost and Found" office, the victim's vacation may be ruined, as he will already have spent a lot of time replacing lost credit cards, driver's license, tickets, etc. Please warn your traveling companions, family members, or houseguests to be especially careful with their valuable documents and money.

### **The following may help you avoid becoming a victim:**

Carry with you only what you need; leave in your hotel safe such valuables as jewelry, Euro passes (Eurail,) airline tickets, travelers checks, credit cards, extra cash, and your passport.

Once inside France, American tourists are not required to carry their passports at all times; a student card or driver's license is usually sufficient if you are asked by a police officer for identification. Carry your passport separately from your wallet or handbag. This is not always feasible for women, but men can carry their passports in a front pants pocket instead of their inside jacket pocket. DON'T have one family or group member carry everyone's passport; never put all of a group's passports in the same bag or briefcase.

Hold your purse or shoulder bag tightly under your arm when in crowds. Keep it on your lap or in full sight in restaurants and public places. On the street, a woman should walk some distance from the curb and carry her handbag under the arm away from the street to prevent motorcycle thieves from grabbing it. Do not stand too close to the curb while waiting to cross a street. Be alert for groups of noisy children who swarm about you with distracting signs or papers begging for money. Despite their youth, they are among the best pickpockets in Paris.

**DON'T** leave your valuables in a locked car; locks are easily jimmied by experts; the trunk is not safe either.

**DON'T** resist if you are mugged; you can get badly hurt. If you catch a pickpocket in the act,

**DON'T** go for him unless a police officer is nearby; some pickpockets carry knives.

**DON'T** go into shock. We know it hurts to get robbed. If you are robbed, ask immediately for the location of the nearest police station (*commissariat*.) Each of Paris' 20 districts (*arrondissements*) has three or four commissariats; train stations also have one. Report the theft or loss to the police, who will give you a **Récépissé de Declaration de Perte ou de Vol**; this receipt is useful for insurance purposes as well as temporarily covering the loss of your identification documents. If you lose your passport or need other assistance, report the theft to the American Embassy.

### **Practical advice:**

To help you to enjoy your stay in Paris:

#### **Your money:**

- Carry the smallest amount of cash possible;
- Put your money in several different places on your person (handbags, pockets, etc.);
- Use bank notes of small or medium denomination.

**Credit cards:** keep the PIN numbers secret at all time, do not throw away receipts, note your credit card numbers and keep it separately to inform your bank if the cards are stolen or lost.

#### **Your Passport and Driver's license:**

- Make photocopies of your passport and driver's license (this will be of help if the originals are lost or stolen.);
- If you are a tourist, write down carefully your temporary address and always keep it with you;
- Do not write your name and address on your key-ring.

#### **In public places, particularly in public transport (bus, subway, RER):**

- NEVER leave your luggage unattended;
- Be cautious if caught in provoked jostles;
- Ensure that the opening of your handbag is facing toward you;
- Do not carry valuables in your side or back pockets.

#### **Preventing theft from parked vehicles:**

- Leaving displayed property in your vehicle increases the risks of theft. A few simple precautions will help the police better protect you against this type of theft;
- Parked vehicles: avoid leaving any valuables (cameras, clothes...) inside your vehicle;
- Keeping your car safe; even while driving, close the windows and lock the doors, including the trunk.

### **The Embassy Can Help:**

**The Embassy has an information sheet on how to replace certain items (such as credit cards and airline tickets) which have been stolen or lost. If you have lost all of your money, we can give you information on the most rapid means for money transfer, and can assist you in contacting family or friends. If your passport was stolen, we can issue you a replacement.**

*United States Embassy  
Office of American Services  
2, rue Saint-Florentin  
75382 Paris Cedex 08  
France  
Telephone: 01 43 12 22 22  
Website: <http://france.usembassy.gov>  
E-mail: [citizeninfo@state.gov](mailto:citizeninfo@state.gov)*

